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The company Oregon Lumber Company (hereinafter called "OLC") provides the following Limited Warranty for residential use only. It is only valid for the end user who bought the flooring in the beginning and only in the case in which the flooring had not been moved from its original place to another one.

The limited warranty cannot be alienated to other parties and expires immediately when the flooring had been taken away from its original surroundings to be installed somewhere else.

The warranty starts to be valid from the date of purchase. The flooring must be installed in full compliance to the manufacturer's installation instructions, all precautions and maintenance procedures have to be followed. If not, the warranty is no longer valid.

Do not only rely on the quality and warranty of the product! It is also important to install the flooring correctly and to maintain it according to the manufacturer recommendations. Also take care that the relative humidity of the air and the environmental conditions in your home are conform to the installation instructions of the manufacturer.

LIFETIME PRODUCT WARRANTY

OLC warrants to the end user who had bought the flooring (and who is resident of the house / apartment where the floor is laying) that all its products are of the marked quality, kind and wood grading, and that the products are free from defects in material or workmanship and also in accordance with the accepted industry standard. It permits variances in grading and defect tolerances up to 5% of the purchased quantity. Variances concerning product quality or defects below the 5% accepted industry-standard shall not be considered as factory defects. It is, however, the final responsibility of the end user and his/her installer to inspect all boards' quality, grade, color, surface finish and workmanship wise. All boards which had been installed,



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floating, glued-down or nailed-down or had been cut or permanently installed in any way during the absence of the floor owner are considered as accepted and cannot be claimed when showing defects of any kind. As soon as a panel had been, it has been accepted by the owner or the installer.

STABILITY WARRANTY

Assuming normal environmental conditions after installation, OLC warrants that its engineered hardwood floorings will not warp, twist or cup in any direction or that the bonded layer will delaminate in any kind. Normal environmental conditions are provided with an all year moisture room content between 40% and 60%. With taking care to reach this moisture content, you will avoid unnecessary damages on your flooring. If necessary, use of humidifier/dehumidifier (depending on the climatic conditions). Avoid extreme heat, dryness or wetness in order to prevent damages!

Please note that wood is a living material which reacts to climatic changes. With high humidity wood absorbs moisture and expands (summer time), with low humidity it releases moisture (winter time), shrinks and contracts. During this process gaps between the boards might appear. This is a normal procedure, cannot be avoided and is no reason to claim. Any deformation of the flooring caused by the failure to provide the proper environmental surrounding is not covered by this warranty.

STABILITY OVER UNDER FLOOR HEATING

OLC warrants that its engineered hardwood floorings (with the exception of products made out of Kempas, Beech or Hard Maple) will not cup or buckle when properly installed over an under floor heating. Note that this warranty is only valid for underfloor heating on water base. Electrical under floor heating is too dangerous and is not covered by it. Make sure that the maximum surface temperature does not exceed 28° C (±83° F) and make sure to follow all installation instructions, precautions and maintenance procedures are strictly followed.

ADHESIVE WARRANTY

OLC warrants that its adhesive, used to construct its engineered hardwood floorings, meet or exceed all technical specifications. It is guaranteed that it will retain its bond for the intended use, when installed properly and strictly in accordance with all the installation instructions, precautions and maintenance procedures. The limited warranty excludes adhesive failure caused by water influences like from flooding, water-pipe leakage and others.

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SURFACE FINISH WARRANTY

OLC gives a warranty of 25 years to the original end user of the flooring, on all in the factory lacquered surfaces, starting from the date of the purchase and used only in residential areas with normal living conditions as previously described. Assuming this as given, OLC warrants that the lacquer finish will not abrade, separate or peel off from the surface at any time. But note that warranty is only valid when the flooring remains in one place all the time and when all requirements and preventive measures had been followed strictly.

A possible abrasion of the surface will only be confirmed on a 100% grind through on an untreated wood top layer and on minimum 10% of the surface.

To use other floor-care and maintenance products than recommended by OLC may cause damages on the flooring and alleviates the warranty.

Changes of the glossiness of the surface are normal and cannot be claimed.

Warranty Exclusions

The OLC warranty does not cover and specifically excludes the following:

1. Variations in product quality and defects below the 5% accepted industry standard.
2. Damages caused by improper transportation, handling, storage, mistakes in judgment or error in installation and usage.
3. Dimples, scratches or damages caused by negligence, accidents, sand, gravel, water, erosion, insects, spike-heeled shoes.
4. Damages caused by not having followed the manufacturer's instructions, precautions, recommendations and maintenance procedures.
5. Misuse or improper alterations of the original manufactured product not authorized in manufacturer's written instructions.
6. Any normal deterioration due to wear and/or exposures, including color fading due to sunlight or artificial light exposures or color variations of original product resulting from variation in the amount of stain absorbed by the wood material during manufacturing. Variations in grain and in density of the wood may affect the amount of stain absorbed and may result in color variances. This is not a product defect.
7. Any use of OLC engineered hardwood floorings other than its intended purpose for private residential use, e.g. for or in facilities operating commercial purposes or in facilities held for rental or hire.
8. Any product regarded and marked already from OLC as by-product or downgrade (second choice or D- Grade). This kind of product is claim free.

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9. We will not warrant the following species over radiant heat: Beech, Maple, Brazilian Cherry, Kempas, Caribbean Rosewood, Southern Chestnut or Caribbean Cherry.

Installation Guide

The User/Installer/Owner must have read the installation guide carefully before attempting to install OLC engineered hardwood flooring products. Ask your retailer if you have got questions.

Mistakes in judgment and errors in the installation will nullify this warranty. Installation guide, instructions, precautions and maintenance procedures can be found in every second package of OLC flooring. If by any chance the installation guidance is missing, please make sure to obtain a free copy immediately.

HOW TO OBTAIN WARRANTY SERVICE

To obtain Warranty Service, the end user must contact the authorized OLC seller or retailer within 30(thirty) days after the defect had been discovered under presentation of the original proof-of-purchase, the original bill or other original document(s).

OLC reserves itself the right to have a designated OLC representative to carry out inspections up to his/her satisfaction and to ask or to take samples whenever required.

Decisions of an industry representative about the reason of the problem or the failure of the product should be taken as final.

It is a condition precedent to the Performance Warranty that any repair covered by this Limited Warranty must be approved in advance and in written by OLC, before any repair can be carried out.

Failure to obtain OLC's approval will release the liability from OLC's hand.

Note that labor charges for installation and any kind adjustment(s) are not covered by this warranty.